



As a beneficiary in the Health Net Federal Services, LLC case management program, you have rights.

**You have the right to:**

- Receive case management services at no cost to you.
- Be educated on your rights as a consumer and as a case managed beneficiary.
- Be informed there are no financial incentives for managing your health care benefits.
- Be informed of your choices for health care services and the financial impact of these choices.
- Be informed of the roles and responsibilities of your case manager.
- Provide input toward your case management plan.
- Request a copy of your case management plan of care.
- Decline case management or other services.
- Receive information on advanced directives, living wills and power of attorney for health care.
- Receive notification and the reason when case management services are changed or end.
- Understand how your protected health information (PHI) obtained during the case management process may be exchanged with a third party on a need-to-know basis.
- Designate a personal representative to speak on your behalf if you are unable to fully participate in the case management program.
- Request a description of the reason(s) you have been nominated for case management.
- Receive information on the complaint process and how to access it.
- Receive information on criteria for case closure.
- Receive alternative approaches when unable to fully participate in the assessment phase of the case management process.